

VOLUNTEER SERVICE DESCRIPTION



L A G O O N H O S T

Service Summary:

A Lagoon Host's primary responsibility is to assist park visitors. This includes greeting visitors in a friendly professional manner, answering questions, receiving comments, communicating park rules/regulations, and fee collection. Lagoon Hosts are also expected to be observant for activities within the park that require immediate attention of staff and/or outside emergency support.

The Lagoon Host is responsible for advising the public of gate closing times and procedures within his/her designated area. This task is normally performed five evenings per week, with two days off. Days off are normally Wednesdays and Thursdays.

In addition to the above-mentioned tasks, the Lagoon Host is also expected to do general maintenance within his/her assigned area. Maintenance duties are oriented toward lawn mowing, weed eating, tree watering, and trash removal. The Lagoon Host also monitors and maintains a fish cleaning station and eight picnic ramadas.

Supervision: Park Manager or designee.

Location: Dead Horse Ranch State Park Lagoon Area.

Time Commitment: A minimum of 20 hours service per person per week.

Training: Ranger on duty or experienced volunteer.



Specific duties and responsibilities:

- (1) Represent Arizona State Parks in a professional manner.
- (2) Maintain a working knowledge of park rules and regulations (see park brochure) and the reasoning behind them. Always set a good example to park visitors by complying with such rules and regulations.
- (3) Be friendly and courteous to all visitors.
- (4) Provide information about Dead Horse Ranch State Park (i.e. trail use, fishing, history, and local points of interest (i.e. Tuzigoot, Sedona, Jerome, etc.)).
- (5) Be observant for activities within the park that require immediate attention by staff and contact appropriate help when emergencies occur.
 - (a) Your personal safety is of utmost importance. When in doubt, stay clear and contact a ranger.
 - (b) Hosts should always contact a ranger when they feel a situation is more than they can handle. At no time whatsoever should a host assume the role of a law-enforcement official.
 - (c) If a ranger cannot be contacted in an emergency situation, the host should immediately call 911.
 - (d) When encountering any type of verbal abuse or harassment from the general public, a host should always maintain his/her composure and de-escalate the situation by simply walking away. Contact a ranger immediately.
 - (e) As a host, you may only inform the public of rules and regulations, not enforce. It is imperative that all law enforcement matters be directed to the appropriate park officials.
- (6) Promote the integrity of Dead Horse Ranch State Park by maintaining a clean, safe, and orderly environment.
- (7) Check restrooms and replenish restroom supplies (i.e. toilet paper, paper towels) when park staff is not present.
- (8) Water trees and garden regularly within assigned areas. (Water every week in summer, trees less than five feet; every two weeks otherwise). Dead Horse Ranch State Park has specific watering charts and schedules on file, and available for review.
- (9) Close restrooms and lagoon entrance gates when day-use hours are up. Closing times may vary depending on the time of year as well as special use/event requests.
- (10) Collect day-use entrance fees when contact station is closed.
- (11) Assist rangers as requested.
- (12) Most importantly, HAVE FUN and enjoy the beauty and wonder of Dead Horse Ranch State Park!

